



Public Works Department  
Sanitary Services Division  
Industrial Pretreatment Section  
Complaint/Report Form

Date

Report From:

☒ Citizen ANON.

☐ Public Information Office

☐ Health Department

☐ Fire Department

☒ Mo. Dept. Of Natural Resources KEVIN HESS

☐ Other

Received By: R. Lyman

Referred To: G. Patst

Date of Incident: 9/22/98

Complainant Information:

Name ANON

Address

Phone

Directions(if needed):

Responsible Party Information:

Name FRIENDLY FORD

Address 3241 S. Glenstone

Phone 883-4330

Possible contamination of: ☒ sanitary sewer ☐ storm drainage ☐ groundwater

☐ surface water Location:

Other pertinent information:

Who to contact:

☒ Mo. Dept. of Natural Resources 417-891-4300(Regional Office)

☐ Mo. Dept. of Natural Resources 573-634-2436(Emergencies only)

☐ Mo. Dept. of Natural Resources 573-751-7929(Response office)

☐ U.S. Environmental Protection Agency 913-281-0991

☐ City Fire Department 864-1500

☐ City Police Department 864-1708

☐ City Utilities 831-8311

☐ City/Greene Co. Health Dept. 864-1664

☐ City Sewer Cleaning 864-1923

☐ City Sewer Repair 864-1923

☐ City Street Division 864-1965

☐ Chemtrec 1-800-424-9300

☐ National Response Center 1-800-424-8802

☐ Other

Details of Incident:

ANON. CALLER SAYS THERE IS A ROW  
OF VEHICLES AND FRIENDLY FORD IS DUMPING  
ANTI FREEZE DOWN SEWER DRAINS, FOLLOWED  
BY AN ACID PLUSH ALSO GOING TO SEWER.  
SAYS THEY KNOW THIS IS IMPROPER, BUT ARE IGNORING IT.

Action needed:

MAKE INSPECTION, SEND THEM STANDARD  
"ANTI FREEZE" LETTER, DETERMINE THEIR  
RECYCLING METHODS FOR THIS AND OTHER WASTES  
IF THEY DENY COMPLAINT TO BE VALID.

Investigation Results

9-22-98 (2:15 P.M.)

I went to Friendly Ford to check out this complaint. I talked to Michael Villasana, Assistant Service Manager. Mr. Villasana took me through the shop and explained that they capture all fluids. Safety Kleen picks up all waste oils, waste gasoline and services Friendly Fords parts washers. Mr. Villasana states that all anti-freeze is captured in plastic tubs and then dumped into a 55 gallon barrel. Friendly Fords has 3 or 4 55 gallon drums (marked "USED COOLANT") on the north side of the shop area. Friendly Ford has Hi-Tech pickup all waste anti-freeze. Mr. Villasana said that all spillage is absorbed with oil dry. As we walked through the shop it was pointed out that they have their tear down benches designed to drain all fluids into a container. This container is then emptied into the waste oil tank. I saw no evidence of any anti-freeze being dumped into the sanitary or being hosed into the floor grates. Every vehicle that

### Investigation Results

I saw that <sup>had</sup> spillage under it, oil dry was placed on the spilled material. Mr. VILLASANA was very open and showed me everything I wanted to see and answered all my questions. Mr. VILLASANA said that he thought that Hi-Tech pumped out the waste anti-freeze barrels about every two weeks. Mr. VILLASANA explained that time period may vary depending on their work load. He stated that a few weeks ago they had a recall on the Ford Taurus and then they had the barrels pumped out more often because the repair required the anti-freeze to be drained.

I see no need for any further action to be taken on this complaint.

*Gene Fabst*



**MICHAEL VILLASANA**  
Assistant Service Manager

FRIENDLY FORD, INC.  
3241 S. Glenstone  
Springfield, MO 65804

(417) 883-4330

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(page 2 of 2)

File by street :

Eliminate Disposal Costs Protect Environment Reduce Anti-Freeze Costs

**HI-TECH**

ON-SITE



RECYCLE

ANTI-FREEZE / COOLANT

**TOMMY AYERS**

HI-TECH OF MISSOURI

1(800)728-1414

CITY OF SPRINGFIELD  
INTER-OFFICE MEMORANDUM

ATTENTION OF Memo to file

DATE 7 September 1976

DEPARTMENT \_\_\_\_\_

Re: Friendly Ford  
3241 S. Glenstone

On Sept. 3, 1976, it was noticed that water, along with some oil, was coming through the pavement behind Friendly Ford's truck department. Contact was made with Mr. Jim Reynolds, head of the building maintenance department. Mr. Reynolds informed us that the water comes from a floor grate inside their truck garage. Mr. Reynolds also told us that the plans were okayed by Building Regulations for the building to be constructed that way. It was explained to Mr. Reynolds that this drain should be connected onto the sanitary sewer. At that time Mr. Reynolds told us that we should talk to Mr. Earl E. Wise, owner of Friendly Ford. Mr. Wise will be contacted about this problem in the very near future.

Gene Pabst, S&E

SIGNED

*Gene Pabst*

*3241 S. Glenstone*

August 1, 1988

MEMO TO FILE

RE: Friendly Ford, cooling water discharge

On July 29, 1988 this office received a complaint about Freindly Ford discharging cooling water to the back of their property. On August 1, 1988 Karen Chandler and I went to Friendly Ford to check out the complaint. We talked to the Body Shop Mgr. He explained that the water is once through, noncontact, cooling water that is used by their solvent still. The water is discharged out the door by means of a garden hose. We told the mgr. that he should run the water down a floor drain rather than discharge it out the door where it would run off their property and would apparently need a NPDES Permit. He said that he would take care of it today.

Gene Pabst

3241 S Glenstone

CITY OF SPRINGFIELD  
INTER-OFFICE MEMORANDUM

ATTENTION OF Cory Smith  
Director of Building Regulations  
DEPARTMENT thru Robert Schaefer

DATE April 29, 1986

Re: Friendly Ford  
3241 S. Glenstone

It has come to my attention that Friendly Ford connected to the sanitary sewer in the latter part of 1985, to comply with our letter and notice of violation dated August 29, 1985 and previous letter dated June 26, 1978. Also, it appears that drains numbered 2, 5, 6 and possibly 7 on the enclosed diagram are now tributary to the sanitary sewer. Drain number 2 is an outside, uncovered washing pad. Drains 2, 5 and 6 were dyed and traced to the sanitary sewer during a recent rainfall event. Bowman - Drussa apparently obtained a permit on 11-5-85 to do this work. Could you please check into this matter and let us know what can be done to alleviate this problem.

cc: File (2)

Yours truly,

SIGNED

J. Randall Lyman

Water Pollution Control Inspector III

3241 S. GLENSTONE Surveillance & Enforcement

CITY OF SPRINGFIELD  
INTER-OFFICE MEMORANDUM

ATTENTION OF Cory Smith  
Director of Building Regulations  
DEPARTMENT thru Robert Schaefer

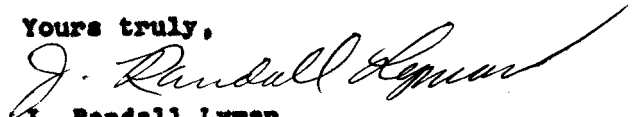
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J. Randall Lyman

Water Pollution Control Inspector III  
Surveillance & Enforcement

3241 S. Glenstone

CITY OF SPRINGFIELD  
INTER-OFFICE MEMORANDUM

ATTENTION OF Robert R. Schaefer

DATE April 7, 1986

DEPARTMENT SANITARY SERVICES

Re: Friendly Ford  
3241 S. Glenstone

On this date Steve Short and myself made a follow up inspection of the Friendly Ford problem. It appears that the building sewers in question have been connected to city sewer. Also, it appears that roof drains and the outside washing area are now tributary to the city sewer. If the line from the south building (formerly truck sales) is connected to city sewer, it is stopped-up and discharging from a cleanout and flowing off Friendly Ford property.

It is our understanding that district sewer stopped at the southwest corner of the property, and any connections was to be inspected by Building Regulations.

The copy of the drawing we did several years ago appears to be still accurate except for the connections to the sanitary sewer.

cc: File 2

SIGNED

  
J. Randall Lyman

Water Pollution Control Inspector III  
Surveillance & Enforcement

3241 S. Glenstone

# CITY of SPRINGFIELD

August 29, 1985

Certified No. P04 9037079

Mr. Robert Wise, General Manager  
Friendly Ford Inc.  
3241 South Glenstone  
Springfield, MO 65804

## OFFICIAL NOTICE OF SANITARY VIOLATION

Dear Mr. Wise:

On August 21, 1985 this office received another complaint indicating a discharge of polluted wastewater into the storm sewer at the southwest corner of your property at 3241 South Glenstone.

Investigation by this office revealed this complaint to be true. The discharge appeared to be emanating from the same sources outlined in a letter from this office dated June 26, 1978 (copy enclosed). This was confirmed by placing dye in each of the two drainage systems; both of which appeared in the storm sewer within twenty (20) minutes. The discharge of wastewater or pollutants into natural waters is a violation of Chapter 30, Article II, Sections 30-11 and 30-12 (b) of the Springfield City Code.

Therefore, it is the direction of this office, by authority of Section 30-15 of the Springfield City Code, that the unauthorized discharges be connected to the city sanitary sewer system. Plans for such a connection shall be submitted within thirty (30) days and construction shall be completed within ninety (90) days after receipt of this official notice. Plans should be submitted to and proper permits obtained from the city Building Regulations Department at City Hall.

We would emphasize to you the extreme environmental health problems which may exist and the legal ramifications associated with such an unauthorized discharge allowed to continue.

Please be advised that enforcement provisions of Chapter 30 state that if a Notice of Violation is not complied with within the time specified, a municipal court summons may be issued and the City Attorney may be requested to institute the appropriate legal proceedings to obtain an injunction to restrain, correct or abate such violations. Also be advised that each day a violation continues, after the time specified in the Notice of Violation, will be considered a separate offense and

## Department of Public Works

830 Boonville Avenue  
Springfield, Missouri 65801  
(417) 864-1900

241 S. Glenstone

Mr. Robert Wise, General Manager  
Friendly Ford Inc.  
Page 2  
August 29, 1985

is subject to up to \$500.00 per day per violation.

Your cooperation will be appreciated and if you have any questions please do not hesitate to call us at 864-1924.

For David G. Snider, Director of Public Works.

Yours truly,



J. Randall Lyman  
Water Pollution Control Inspector III  
Surveillance & Enforcement

JRL:js

ccs: Robert R. Schaefer, P.E., Superintendent of Sanitary Services  
Henry M. Cole, P.E., Sanitary Engineer  
John Nixon, Regional Administrator, Springfield Regional Office,  
Department of Natural Resources  
Cory Smith, Building Regulations  
File (2)

324 S. Galenstone

June 26, 1978

Mr. Robert Wise  
General Manager  
Friendly Ford Inc.  
3241 South Glenstone  
Springfield, Missouri 65804

Dear Mr. Wise:

After receiving a citizen's complaint, personnel from this office made an inspection at your establishment in regard to a discharge from the rear of the property. Our dye tracing study revealed said complaint to be true. Our findings are enclosed in a diagram and the problem areas are listed as follows:

- 1) Trench drain from new truck sales clean-up area. Contributes oil and cleaners to storm sewer. Should be connected to sanitary sewer or approved treatment facility.
- 2) Sump drain from truck garage area. Contributes oil, grease and cleaners from high pressure washer to storm sewer. Should be connected to sanitary sewer or approved treatment facility.
- 3) Sink in truck garage. Hand washing and/or parts cleaning to drain #2. Should be connected to sanitary sewer or approved treatment facility.
- 4) Trench drain in truck garage. Contributes oil and grease to storm sewer. Should be connected to sanitary sewer or approved treatment facility.
- 5 & 6) Roof leaders in truck garage. Tributary to drain #2. Should not be connected to sanitary sewer or treatment facility. Should be tributary to storm sewer or to grade.
- 7) Appears to be roof leader drain but could not be traced. Possibly goes to trench drain #4. Should not be tributary to sanitary sewer or treatment facility. Should be tributary to storm sewer or to grade.

3241 S. Glenstone

Mr. Robert Wise

Page 2

June 26, 1978

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- 3) Appears to be vent from drain #4. Has bucket placed over it.  
Should probably be allowed to function as vent.

The enclosed drawing is informational only; it is not drawn to scale and all locations are approximate.

The problems outlined above are apparent violations of City, State and Federal Water Pollution Laws and carry severe penalties if allowed to continue. Your immediate attention to these problems would be greatly appreciated.

If we may be of further assistance or can answer any questions, please do not hesitate to call.

Yours truly,



J. Randall Lyman  
Water Pollution Control Inspector III  
Surveillance & Enforcement

JRL:pg

Enclosure

cc: Mr. John R. Nixon, Department of Natural Resources  
Mr. Harvey Cooper, Supervisor of Inspectors, Building Regulations  
✓ Mr. Harry Criswell, Associate Environmental Engineer  
Public Works File

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